

# Greeters

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*We who are called to be ministers of hospitality are entrusted with fostering a sense of welcoming and belonging among those assembled at prayer. We are the first contact made with anyone who enters the worship space, and we represent the intent of the community to welcome and embrace all who come to share prayer...Our role challenges us beyond "greeting" to see in every person the face of the Lord. Ours is a direct service, often a physical one, as we open doors, smile a greeting, or lend assistance to those in need. We have the opportunity to be the hands of Christ to the living Body of Christ. We should approach our ministry with diligent preparation, and not be discouraged by those who ignore us or refuse our help. Be watchful for the ways in which we can help to foster the sense of family among all who worship and especially among those who are new to our community. Most of all, by our very presence, let us be examples of the Christian love which identifies us and binds us together.*

*(Liturgical Ministry: A Practical Guide to Spirituality by Donna M. Cole)*

All liturgical ministers are registered parishioners and should be in good standing with the Catholic Church. The guidelines that follow conform to the theological and liturgical principles in our diocesan guidelines.

## **Attire and Behavior**

By dressing appropriately, liturgical ministers assist the assembly's focus on the ministry rather than on a minister's personal appearance. Ministers, regardless of age, dress in "business casual" attire. Sneakers/athletic shoes, flip-flops, jeans, T-shirts, sweat/jogging suits, shorts, and skimpy clothing (e.g. spaghetti straps or strapless tops/dresses) of any type are not appropriate, as well as buttons/pins advertising personal agendas, (e.g. political/sports).

Wearing of the liturgical color of the day is encouraged. The liturgical color is listed in the bulletin at the bottom of the upcoming week's calendar. Ministers may be called upon to serve at any liturgy, so always come prepared and dressed appropriately.

Ministers model a respectful and reverent attitude by arriving on time, avoiding distracting behavior during the liturgy (e.g. talking with others), and participating in the entire liturgy.

## **Training and Formation**

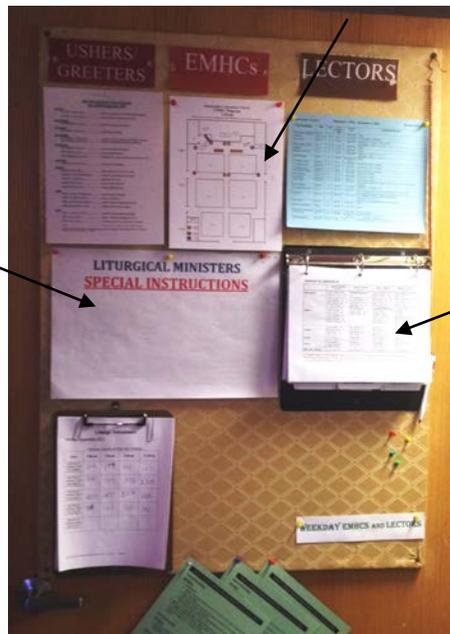
Technical and practical orientation and training, as well as liturgical and spiritual formation, are a necessary part of every ministry. Initial orientation and training are required before the new minister enters service. Each minister is also expected to grow in faith and action through attending ongoing formation for established ministers, normally offered annually, and periodic formation events held to benefit *all* parish liturgical ministers.

## **Scheduling/Substitution Procedure**

All liturgical ministers are absolutely crucial and essential for the celebration of the liturgy. An untrained individual cannot properly fill this essential role in the liturgy; therefore, only trained liturgical ministers serve during a liturgy. Schedules are prepared for three-month periods by the parish secretary and sent to each trained minister along with information to access the schedule on the parish website, [www.iccwilm.org](http://www.iccwilm.org)

Please be present when scheduled or arrange for a substitute as early as possible. All liturgical ministers are asked to be flexible and willing to fill in for one another whenever possible, even if it means filling in at a different liturgy. Use the current roster list and "unavailable dates" provided with each ministry schedule (also posted on the parish website) to contact potential substitutes. Do not call the Coordinator except as a last resort. When communicating by e-mail, be sure to use an address that is checked frequently. Communication by e-mail should be supported by a phone call if you do not receive a response to your e-mail. Be sure to inform the parish secretary and your coordinator of any changes to your e-mail address or phone number. If you are filling in for someone, note the change on the Liturgical Ministers (LM) closet door schedule by crossing out the scheduled person's name and writing your initials next to it.

**ALERT Messages for All Liturgical Ministers** with special instructions posted as needed.  
**Check for ALERTS when you sign in.**



**Liturgical Ministers Assignment Schedules** for signing-in at weekend liturgies

**Bulletin Board on the inside of the Liturgical Ministers' (LM) closet door.**



**Shelf inside the LM closet door containing Greeters' name tags.**

# Day of the Liturgy

## ***Preparation Prior to the Liturgy***

1. **Arrival Time:** The Point Person (an appointed Greeter who comes early to observe which Greeters are present in general, and specifically those who are scheduled, in order to be prepared to ask an appropriately dressed Greeter to fill in for a “no show” Greeter) should arrive **no later than 30 minutes** before the liturgy. All scheduled Greeters should also arrive **no later than 30 minutes** before the liturgy. Arriving in a timely manner puts other ministers at ease by knowing that you are present. It allows you to be calm and relaxed as you exercise ministry and models good preparation for all who attend the liturgy. Arriving late puts undue pressure on the other Greeters and affects your ability to be well-prepared and hospitable to arriving parishioners.
2. **NOTE: Only trained Greeters serve at a liturgy** (excepting younger school-age children, who may be with a Greeter parent).
3. **Sign-in as soon as you arrive** by placing a checkmark next to your name on the assignment schedule posted on the inside door of the Liturgical Ministers (LM) closet. If you are filling in for someone, simply cross out his/her name and write your initials next to it.
4. Check the inside of the LM door for any **Alerts (special instructions)** that may be posted for Liturgical Ministers.
5. **Retrieve your name tag** from its storage place (**picture, page 2**). It is important that you keep your name tag on until just before you leave the building. You are an identifiable person who can give assistance as needed until all have left. ***Once finished at the closet move away from the closet area so that other ministers can sign in and to avoid congestion.***
6. After signing in, visit the Blessed Sacrament Chapel for a few minutes and ask God’s blessing upon your ministry. Offer your ministry to the Lord before, during, and after the liturgy. The following is a suggested adaptation of the direction of intention by St. Francis de Sales:

***Lord, I give you my actions and ministry.***

***Help me to conduct myself in a manner that will give praise to you  
and will assist my brothers and sisters in their worship of your holy name.***

7. Be aware of information available in the Gathering Area wall rack and displays, on credenzas and upcoming ministry event displays in case people inquire.

## ***At Your Greeting Station***

1. Assume your place next to the song book stands (or worship aid baskets when they are substituted for song books) at the doorway to which you are assigned (D1 or D2 on the assignment schedule). D1 is the front doorway leading from the Gathering area into the worship space and D2 is the rear door leading from the Gathering area into the worship space.
2. Music book racks should be in tidy readiness (*see pictures, page 4*) for you to pass to those entering the worship space. There is an extra book stand in the corner near the front windows of the Gathering area.
3. Younger children are not to hand out music books or worship aids alone. If children wish to minister, encourage and guide them to perform the entire ministry (for example, a smile and hello of greeting) and not just hand out music or worship aids.
4. If there are enough Greeters, one may stand near the enter/exit doors to open the door for those entering – especially for our elderly and disabled.

5. Greet each person or group with words of welcome and hospitality. Make newcomers, visitors, and parishioners feel welcome and a part of the community as soon as they enter the church. A warm and friendly greeting assures that everyone is welcome.
6. Some people attending the liturgy may be disabled. Direct them to the chairs located on either side aisle of the church marked with the blue disabled cloths, or to the front row of a section of chairs. Ask them if they wish to receive Communion at their seat. If they do, direct them to an usher so that the usher is aware of their need and will be able to show the EMHC where they are seated at the time Communion is distributed.
7. Be on the lookout for strangers, new parishioners, visitors, the disabled and the aged. They may need special attention.
8. Assist physically challenged persons as needed. Greet them in the same way as other members of the assembly. Be aware of the chairs on the both aisle sides of the worship space that are marked with a blue cloth and the standard wheelchair graphic that indicates “handicapped”. Ask an usher to assist them to a chair, or to make room for their wheelchair if needed. Hearing aids can be obtained from Ushers.
9. If you notice parents with children from birth to 3 years old arriving for the 9:30 am liturgy, warmly inform them that our nursery is available at those times, except during holiday weekends, Christmas and Easter. If they do not know the nursery location, explain that it is in the De Sales Center, the building behind the church. Remember: It is always the parent's choice. If they choose to bring their children, we welcome them.
10. Acquaint newcomers with established parishioners and help introduce people to one another whenever possible.



**Song books rolling rack stationed at each doorway that leads into the worship space of the church**

**Visitors Envelopes, E-giving Cards and Growth and Development Fund Campaign envelopes are in the bin attached to the book racks.**



**Close-up of the preferred arrangement of the song books on the rolling rack**

## During the Liturgy

1. Remember that you are first and foremost a member of the praying assembly, and models of participation. During the liturgy a prayerful attitude should be maintained. Greeters should respond to the prayers and dialogues of the presider along with the rest of the assembly and join in the singing.
2. Once the Gathering Song has begun, finish greeting and handing books to those still entering, move all books from the back of the rack to the front for late-comers and go to your seat in the assembly. The doors into the worship space remain open at this time. An usher will come and close the doors once the presider invites the assembly to be seated at the conclusion of the Opening Prayer.

### **At The End Of The Liturgy**

3. Once the Song of Sending Forth begins, go to the doors. Be prepared to receive the song books from the assembly, and to stack them tidily in place in the same pattern they were in when you arrived, so that they are in place for the next liturgy (**pictures, page 4**). Be available at each door to wish a pleasant “good-bye” to worshipers. Be slow to judge those who leave early. They may have a legitimate reason for leaving early.
4. Watch for any newcomers who wish to register. You may notice newcomers looking for materials in the Gathering Area. Do not wait for them to approach. Greet them, introduce yourself, welcome them to Immaculate Conception, and provide them with the Newcomers Interest Sheet (has "Welcome!" printed at the top of the sheet) located in the wall rack near the parish secretary's window, beside the front entrance door of the Gathering Area. Ask them to take the sheet home, fill it out, and return the form as indicated, in order to begin the registration process. It is as important to be available to answer questions as it is to make newcomers feel a welcomed part of the Immaculate Conception community. If unable to answer a question, refer newcomers to the priest or have them contact the Parish Office. Staff phone numbers are inside front cover of the bulletin.

## After the Liturgy

1. It is important that scheduled Greeters collect and stack books at the end of the service, leaving the book racks neatly stacked **as shown in pictures on page 4** for the next parish liturgy. Remove any song books from the kitchen entranceway and return them to the book racks. ***Be careful not to stack the books too tightly, since it causes the binding to pull away when taking a book.*** Once the Gathering area racks are full, put any extra books neatly on the third rack which is in the corner of the Gathering area near the front windows. *If there are worship aids*, remove those that are too tattered and/or bent, stack the rest neatly and place them back into the worship aid baskets.
2. Check the church for materials left behind, taking them to the Volunteer Room to place in the Lost and Found container. If there is an item that appears to be valuable (e.g. jewelry, watches), give them to the presider who can give them to the parish secretary to place in a safe place in the event that someone comes to ask for them.
3. Spot clean the Gathering area for materials which can be disposed of in preparation for the next assembly which will use the church for worship. Tidy the Name Tag table if it is a Nametag Weekend.
4. Return your name tag to its drawer in the LM closet.

## About Our Pineapple



*Many years ago the great clipper ships sailed the West Indies in search of spices, riches, and fruits. Highly regarded for its intense sweetness, the pineapple was a staple of Indian feasts and rites. It was difficult to transport, and so this “excellent fruit” remained rare in Europe and America. The pineapple was once so uncommon and coveted a commodity in Europe that King Charles II of England posed for an official portrait in an act then symbolic of royal privilege—receiving a pineapple as a gift.*

*Due to its association with warmth and friendliness, pineapples in America were often used as the “crowning” piece in large displays of food. Visitors confronted with pineapple-topped food displays felt particularly honored by their host who obviously spared no expense to ensure their guests' dining pleasure. Because the pineapple was so prized, if you were served or given a pineapple you knew you were considered a special friend. The pineapple, in time, became a symbol of Southern hospitality. For this reason, Immaculate Conception Church chose the pineapple as its hospitality emblem.*

***When a new household  
is officially welcomed to our community,  
we present this symbol  
of **hospitality** and **welcome**.***

# Immaculate Conception Church Campus

## A. CHURCH BUILDING

- **Parking:** Upon entering the church property, in front of the church, at far side of the church building. Designated areas of parking and “no parking” are to be respected, as well as parking for the handicapped.
- **Blessed Sacrament Chapel:** Inside the worship space, front left. Doorway is beneath the red Sanctuary lamp which hangs from the ceiling and marks the near location of the tabernacle containing the Blessed Sacrament.
- **Conference Room:** Front hallway of the office wing, third door on the right.
- **Exits:**
  - a. Front Gathering area doors
  - b. Rear Gathering area doors
  - c. Door near the kitchen
  - d. Doors at rear of worship space
  - e. Rear door at end of back office hallway
- **Kitchen:** Entrance is inside the worship space, on the far wall across from the Gathering area, through the open, double doorway. Kitchen doorway is off the little hallway there.
- **Pastor’s Office:** Back hallway of the office wing; as you turn the corner, first office on the right.
- **Reconciliation Room:** Inside the worship space, on the far wall across from the Gathering area, to the right of the kitchen doorway.
- **Restrooms:** Front hallway of the office wing. *Ladies’ Room* is first door on the left. *Men’s Room* is immediately after the drinking fountains on the left.
- **Sacristy:** Back hallway of the office wing, first doorway to your left.
- **Volunteer Room:** Front hallway of the office wing, second door on the right.

## B. DE SALES FAITH FORMATION CENTER

- Building across from the rear courtyard behind the church building.
- Become familiar with the location of the
  - Nursery**
  - Library**
  - Faith Formation classrooms**
  - 2 Kitchen Rooms**
  - Restrooms**
  - Annecy Room** (lounge setting)
  - Brisson Hall** (for larger Faith Formation events, with the ability to be divided into small spaces with expandable divider walls)

# Dealing With Emergencies

*The motto of the Boy Scouts is “Be prepared”. It is a good one for liturgical ministers, also. True emergencies during the liturgy are rare, but it is important that we be prepared.*

- **Emergency situation with a parishioner:** A greeter or usher should immediately let the presider know so that he can ask for any medical personnel who may be present. If there is any question of the health safety of the parishioner an ambulance should be called (911).
- **Emergency situation with the building or any safety circumstance that would affect those gathered for prayer:** 911 should be called immediately and the presider should be notified in order to make an appropriate announcement to the assembly.
- **Fire extinguisher Locations:**
  1. On the wall immediately to the left of the front Gathering area doors
  2. On the right wall before entering the rear Gathering area space.
  3. In the far staff hallway, on wall across from Pastor’s office
  4. Inside the worship space, on the far wall across from the Gathering area, to the left of the double archway
  5. Immediately upon entering the kitchen, on wall to the left
- **Telephone Locations:**

*No need to push buttons for outside line - just pick up and dial. (For 911 and local calls only)*

  1. On wall in office hallway, between Ladies’ and Men’s’ restrooms
  2. Immediately upon entering the kitchen, on wall to the left

## **Items Found Near or In the Kitchen**

(Kitchen is located beyond the worship space, opposite the Gathering area side, through the double archway.)

- **First Aid Kit:** Located upon entering the kitchen, on the counter immediately to your left near the telephone. It is a blue plastic box marked "First Aid". This kit contains small items for basic first aid. More First Aid items can be found in the kitchen hallway, in the wall cabinet next to the door leading outside.
- **Defibrillator:** Located in the kitchen hallway, in the wall cabinet next to the door leading outside. The Defibrillator can be found inside the cabinet. There is a list of trained parishioners who know how to use the Defibrillator on the door of the cabinet. Trained parishioners should be the first to provide assistance with this machine when needed. In the event there is not a trained parishioner available, the Defibrillator has basic step-by-step directions that any adult can follow.
- **Wheelchairs:** Located in hallway outside of kitchen.